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1743 SW
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PATENT
169-274

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: Robert Berliner

CONFIRMATION NO. 6423

SERIAL NO.: 09/764,530

Examiner: Thomas Y. Ho

FILED: January 17, 2001

Art Unit: 1743

FOR: METHOD OF PROVIDING REPAIR
INFORMATION AND DOING BUSINESS
THEREON ON A GLOBAL COMPUTER
NETWORK

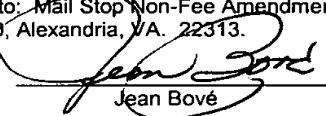
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AMENDMENT

CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated below in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, P. O. BOX 1450, Alexandria, VA. 22313.

Date: October 13, 2003


Jean Bové

865 South Figueroa Street, 29th Floor
Los Angeles, California 90017-2576

Mail Stop Non-Fee Amendment
COMMISSIONER FOR PATENTS
P. O. Box 1450
Alexandria, VA 22313

Dear Sir:

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In response to the Office Action of July 11, 2003, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

R marks/Arguments begin on page 5 of this paper.